

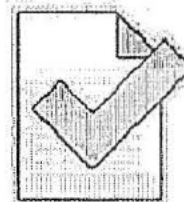
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Module 4: Contractual Performance Requirements > Performance Metrics and Expectations

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[E](#) CSP - 101 Blended Delivery
TP

Learning Check



Which of the following are benefits that you, as a Client Support Professional employed by an Independent Business, could obtain for meeting or exceeding KPIs? Select all that apply:

- ☐ (A) Increase your income.
- ☐ (B) Improve your tenure with clients.
- ☐ (C) Have the opportunity to select preferred hours.
- ☐ (D) Ensure more certification and new client opportunities.
- ☐ (E) Contribute to Arise's overall success thus creating more new client opportunities for yourself.

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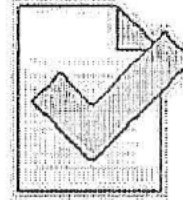
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Module 4: Contractual Performance Requirements > Performance Metrics and Expectations

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Learning Check



Which of the following are things you could do to help you meet Arise's Commitment Adherence Requirements?

- ☐ (A) Only post what you know you will be able to work.
- ☐ (B) Print your schedule as a reminder.
- ☐ (C) Post as many hours as there are available without breaks.
- ☐ (D) Log into VCMS one to two minutes prior to your shift to allow for any delays with VCMS.
- ☐ (E) Log into your application five to 10 minutes prior to your shift in case you need to restart your computer.

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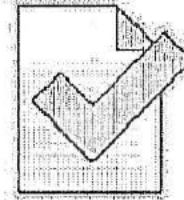
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Module 4: Contractual Performance Requirements > Performance Metrics and Expectations

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TP

Learning Check



Which of the following are things you could do to help you meet Arise's Hourly Commitment Requirements?

- ☐ (A) Arrange to be available to post the required hours each week. This way each Independent Business will be able to post the hours they want rather than what is left.
- ☐ (B) Work the hours you are available even if you were not able to post your minimum up front.
- ☐ (C) Post the Priority Commitment first (If you have a weekend commitment, post the weekends first).
- ☐ (D) If you were not able to post your minimum up front continue to monitor Starmatic 2.0® for additional hours posted.

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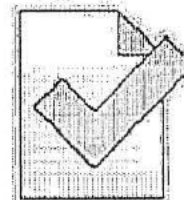
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Module 4: Contractual Performance Requirements > Performance Metrics and Expectations

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Learning Check



Every week your Independent Business will be sent a report with both the Arise and client-specific KPI targets.

- ☐ (A) True
☐ (B) False

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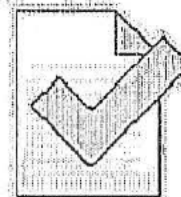
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Module 4: Contractual Performance Requirements > Performance Metrics and Expectations

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☐ CSP - 101 Blended Delivery
TP

Learning Check



On the report, target KPIs your Independent Business is achieving will be highlighted in:

- ☐ (A) Red
- ☐ (B) Purple
- ☐ (C) Blue
- ☐ (D) Green

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Module 4: Contractual Performance Requirements > Contacting Clients

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CSP - 101 Blended Delivery
TP

Contacting Clients

In order to ensure consistent and seamless communication with clients, you, as a Client Support Professional employed by an Independent Business, should primarily communicate through the Partner Support.

All concerns regarding service fees, servicing, hours, products, services, etc. should be brought to the attention of an Arise operations person **first** (such as the CRM) so that the issues can be addressed or forwarded to the client in a collective manner.

Exceptions to this policy should be made only with the explicit agreement of the CRM.

On those occasions when you do communicate with the client, you should make every effort to convey a positive, constructive and respectful message.

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GENERAL COUNSEL EXHIBIT NO. 23



Think Outside the Office!

Overview

Welcome to the Independent Business Owner Technology Guide!

The benefits of choosing your own hours, client opportunities and schedule come with the responsibility of selecting the proper technology required to perform the duties listed in the Master Services Agreement and Statements of Work.

Maintaining an optimal workstation setup is key to providing the best service, in the best timeframe, to the brands that your independent business supports.

As an Independent Business Owner (IBO), it is your responsibility to make sure that each of your CSP employees obtains, configures and maintains their own workstation. This guide and the "Opportunity Announcements", which contain additional specific requirements, are here to help you do just that!



Please note that neither you, nor your CSP's, should EVER give out your Arise Login or Password. Arise DOES NOT support any third party login widgets or access shortcuts.

Arise systems are designed specifically to communicate with the Independent Business Owners and their CSP's who are partnered within the Arise Network. Communication between any Arise system and any non-IBO or non-CSP user, regardless of user type, is strictly prohibited.

Technology Guide

Computer Hardware Requirements

	RAM	Hard Disk	CPU Unit	Other Devices
Minimum	2 GB	80 GB	Single Core 1.4 GHz	CD-ROM Drive Sound Card Speakers Computer Monitor VoIP Headset (for training only) Wired Keyboard & Mouse
Recommended	4 GB	250 GB	Dual Core 1.6 GHZ	CD-ROM Drive Sound Card Speakers 19 inch monitor USB 2.0 VoIP Headset (for training only) Wired Keyboard & Mouse UPS Battery Backup

Internet Requirements

	Internet Speed Download	Internet Speed Upload
Minimum	1.5 MBPS or Greater	250 kbps or Greater
Recommended	3.0 MBPS or Greater	1.0 MBPS or Greater

Computer Software Requirements

	Operating System	Productivity Suite	Other Applications
Minimum	Windows XP Service Pack 3 Windows 7 ¹	Microsoft Office Viewer versions: 2000, 2003 or 2007	Internet Explorer 7 or 8 Java 5.0 Update 10 Adobe Acrobat Reader
Recommended	Windows XP Service Pack 3 Windows 7	Microsoft Office versions: 2003, 2007 or 2010	Internet Explorer 7 or 8 Java 5.0 Update 10 Adobe Acrobat Reader

¹The use of Windows 7 32 bit and 64 bit operating systems are permitted on 80% of Arise client opportunities; please refer to the "Opportunity Announcements" for specific requirements.


Computer Security Details

Whether you're an Independent Business Owner or a Client Support Professional, security is the most important technology requirement.

On the right is a list of acceptable security applications. If you have a security application that is not on this list, it must be removed prior to installing any of these required applications.

Computer Security Requirements

Must have ONE from EACH of these three columns

Anti-Virus	Anti-Spyware	Firewall
 AVG Anti-Virus (8.x -9.0) Malwarebytes McAfee Internet Security (8.x-11.x) McAfee Virus Scan (8.x-11.x) Norton Anti-Virus (10.x-12.x) Norton Internet Security (7.x-8.x) Symantec Anti-Virus (9.x-10.x) Symantec Client Security (9.x-10.x)	Microsoft Anti-Spyware LavaSoft Ad-Aware Microsoft Security Essentials	Windows Firewall McAfee Internet Firewall Norton Firewall

Telephony Taboos

Wireless telephones, VoIP (Voice over IP) or wireless services are not permitted at any time including but not limited to:

- Magic Jack
- Vonage

Telephone Requirements

Your telephone is the backbone of your business and should be both comfortable and easy to use. Arise only permits the use of single analog telephone lines, or what is commonly called POTS (Plain Old Telephone Service).

No additional services such as long-distance or call waiting should be on your servicing telephone. Also, your phone/wired headset should have a hold button.

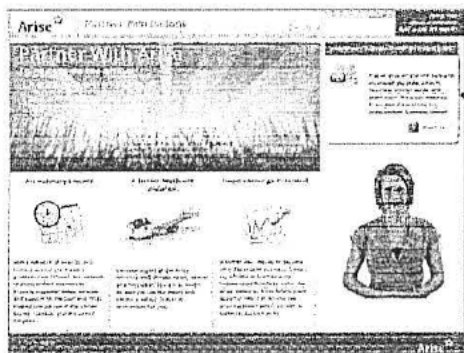
Email Requirements



Email is the primary form of communication between your independent businesses, respective CSPs and Arise. You are, therefore, required to maintain an updated email address on file with Arise. All email addresses should be business-appropriate in nature and have the ability to mark all emails from Arise as trusted. You may use the email address provided by your Internet Service Provider.

Prohibited Technology

- Policy prohibits the servicing of clients on dial-up internet services, wireless service providers and satellite at ANY time.
- Arise will terminate the MSA of any Independent Business, if any its CSP employees operate pirated software.
- Policy prohibits the use of Virtualized Operating Systems, dial-up internet services, wireless service providers and satellites.
- Policy also prohibits all file sharing applications and certain email and phone providers.



For additional details, please review the Independent Business Owner Reference Guide available at:
<https://partnersetup.arise.com>

GENERAL COUNSEL'S EXHIBITS
BEFORE THE
NATIONAL LABOR RELATIONS BOARD

In the Matter of:

Case No.: 12-CA-144223

ARISE VIRTUAL SOLUTIONS, INC.,

Respondent,

and

MATTHEW RICE, an Individual,

Charging Party.

Place: Miami, FL

Date: May 2-3, 2016

OFFICIAL REPORTERS

Free State Reporting, Inc.
1378 Cape St. Claire Road
Annapolis, MD 21409
(410) 974-0947



Please refer
to
Independent
Business
Owner
for revenue
details

ENROLL NOW!

Barnes & Noble
Phone, Email & Tier 1

ARISE OPPORTUNITY AT-A-GLANCE

Barnes & Noble Phone, Email & Tier 1

Description of Services

Inbound Customer Service

Additional Details for Barnes & Noble Customer Service

BARNES & NOBLE



Phone



Email



Tier 1 Escalations

Servicing Hours

Monday – Friday 8:00am-11:00pm EST

Saturday and Sunday 9:00am-11:00pm EST

SOW requirements: (Will not need to service all minimums at same time)

- Phone: 30 intervals per week*

- Email: 10 intervals per week*

- Tier 1: 40 intervals per week*

- Eastern ST –365 Days per Year*

(subject to change based on client's needs)

Certification Course Details

- Course Cost - \$129
- Phase 1, Phone & Email Course, Length – 25 days. 2 hours instructor led, up to 2 hours self paced per day
 - Dates: 10/13-11/14/14
- Phase 2, Service Phone and Email
 - Dates: 11/15-1/4/15
- Phase 3, Tier 1 Course, Length – 5 days. 5 hours instructor led, up to 2 hours self pace
 - Dates: 1/5-1/9/15
- Additional learning may be required during the first 90 days of production

Certification Completion Criteria

- Maintain 100% attendance throughout certification course
- Pass all quizzes and exams with 80% or higher
- Pass mock calls with 80% or higher

Program Equipment

- Arise Secure Desktop Device (mailed to mailing address in IBO/CSP profile)
- AVG/VoIP Phone Requirements
- Windows XP, Windows 2000, Windows 7 (32 & 64 Bit)
- Note: Windows 2000 and MAC OS **NOT** currently supported
- Additional requirements may be found in the Arise Portal

Additional Information

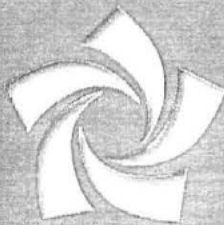
- Service and Program Eligibility Details
- Sample SOW

Schedule Adherence is critical to this program. IBs are responsible for ensuring that their CSPs service only those intervals that have been accepted in StarMatic®. IBs will not receive revenue for non-posted intervals serviced in excess of 10% of total posted intervals serviced per CSP.

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW). You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course. Click [HERE](#) to view policies.

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GENERAL COUNSEL EXHIBIT NO. 26(a)



Each
Service
Interval = 30
minutes

Phone*
Top performing
companies earn up
to
\$7.00**
Average Range
\$4 - \$5**
**per service interval

Email*
Top performing
companies earn up
to
\$4.75**
Average Range
\$3.75 - \$4.25**
**per service interval

Tier 1*
Companies earn
\$5.50 **per service
interval

**Results-based,
average not
guaranteed*

ENROLL NOW!

Barnes & Noble
Phone, Email & Tier 1

ARISE OPPORTUNITY AT-A-GLANCE

Barnes & Noble Phone, Email & Tier 1

Description of Services

Inbound Customer Service

[Additional Details for Barnes & Noble Customer Service](#)



Phone



Email



Tier 1 Escalations

BARNES & NOBLE

Servicing Hours

Monday – Friday 8:00am-11:00pm EST

Saturday and Sunday 9:00am-11:00pm EST

SOW requirements: (Will not need to service all minimums at same time)

- **Phone:** 30 intervals per week*
- **Email:** 10 intervals per week*
- **Tier 1:** 40 intervals per week*
- **Eastern ST –365 Days per Year***
(subject to change based on client's needs)

Certification Course Details

- **Course Cost - \$129**
- Phase 1, Phone & Email Course, Length – 25 days. 2 hours instructor led, up to 2 hours self paced per day
 - Dates: 10/13-11/14/14
- Phase 2, Service Phone and Email
 - Dates: 11/15-1/4/15
- Phase 3, Tier 1 Course, Length – 5 days. 5 hours instructor led, up to 2 hours self pace
 - Dates: 1/5-1/9/15
- Additional learning may be required during the first 90 days of production

Certification Completion Criteria

- Maintain 100% attendance throughout certification course
- Pass all quizzes and exams with 80% or higher
- Pass mock calls with 80% or higher

Program Equipment

- Arise Secure Desktop Device (*mailed to mailing address in IBO/CSP profile*)
- [AVG/VolP Phone Requirements](#)
- Windows XP, Windows 2000, Windows 7 (32 & 64 Bit)
- Note: Windows 2000 and MAC OS **NOT** currently supported
- Additional requirements may be found in the [Arise Portal](#)

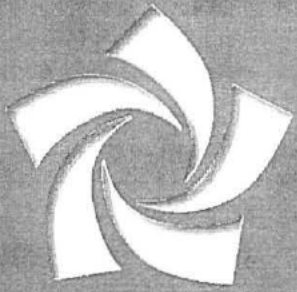
Additional Information

- [Service and Program Eligibility Details](#)
- [Sample SOW](#)
- Schedule Adherence is critical to this program. IBs are responsible for ensuring that their CSPs service only those intervals that have been accepted in StarMatic®. IBs will not receive revenue for non-posted intervals serviced in excess of 10% of total posted intervals serviced per CSP.

This Opportunity Announcement (OA) is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW). You should thoroughly review each SOW prior to executing it. In the event of a conflict between the OA and the SOW, the terms of the SOW will take precedence. Arise recommends a thorough review of all policies prior to enrolling in the certification course. Click [HERE](#) to view policies.

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GENERAL COUNSEL EXHIBIT NO. 26(b)



ARISE OPPORTUNITY

BARNES & NOBLE

BARNES & NOBLE PHONE, EMAIL & TIER 1 ESCALATIONS



ADDITIONAL DETAILS

GENERAL COUNSEL EXHIBIT NO. 26(L)

In conjunction with the Opportunity Announcement (OA), this document is intended as a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW). Each SOW should be thoroughly reviewed prior to its execution. In the event of a conflict between the OA and the SOW, the terms of the SOW will govern. Arise recommends a thorough review of all policies prior to enrolling in the certification course. Click HERE to view policies.



Service Details & Qualifications



An Independent Business must meet all of the following Details to be considered for this opportunity:

General:

- Communicating with customers in a courteous, friendly and professional manner in compliance with procedures.
- Stay current on products, promotions and procedures.
- Demonstrate empathy and a pleasant , professional demeanor.
- Maintaining excellent schedule adherence practices, as well as consistently meeting or exceeding performance standards defined.
- Educate customers on how to use Membership and the Website.

Phone/Tier 1:

- Answer inbound .COM calls and membership with extraordinary quality, accuracy and exceptional customer service to Barnes and Noble customers.
- Using effective listening skills to gather, document and process necessary information for customers.

Email:

- Effectively communicate with customers through email.

Independent Business DOES NOT QUALIFY to participate in this program if any of the following applies for the Independent Business Owner or designated Client Support Professional participating in the opportunity:

- Independent Business Owner or Client Support professional has been terminated from 1 or more Statement (s) of Work due to "Not meeting client's service Level Requirements" or has received a Misconduct from any client program.
- Has a Commitment Adherence below 90%
- Has dropped from "enrolled" status in a program opportunity less than 4 weeks before expressing interest in this program opportunity.
- Is currently Enrolled in a client program

Service Details & Qualifications, Cont.



Program Equipment needed:

Monitor with a screen resolution of 1280x1024 or better needed to services.

Windows XP Professional or higher, 4 GB RAM and 80 GB hard drive with integrated audio and video. Only PCs with Windows 7 (32 or 64 bit), XP and 2000 are compatible with the Arise Secure Desktop (ASD)* Device is Required.

Note: Mac OS and Windows Vista are not supported.

This client requires use of the Arise Secured Desktop (ASD). ASD is compatible with many computer systems on the market today; however, there are some limitations. If your system includes one of the following options, you will not be able to use the ASD.

Following are not supported by the ASD

- Any All-In One type computer. These are models in which the computer & monitor are all one piece
- Any Blue Tooth wireless keyboard and mouse
- Less than a 1.6GHZ CPU unit
- Less than 2 Gigabytes of Ram



Day-to-Day Scope of Services



- **Phone:**

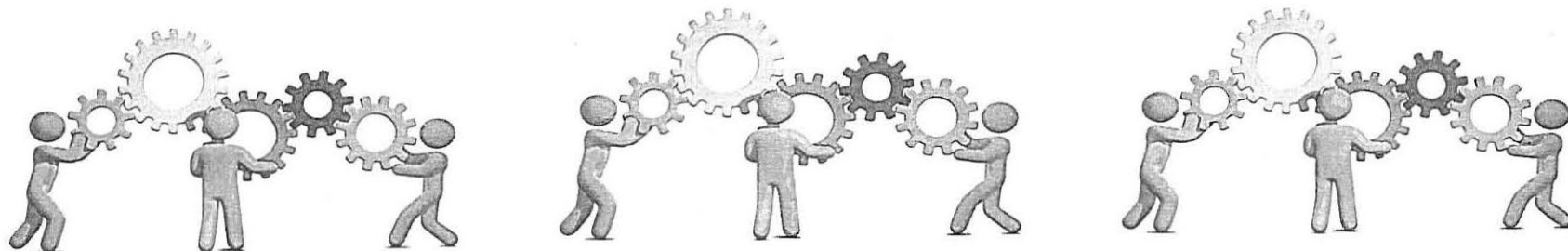
- Handle customer inquiries regarding order status, membership, and/or marketplace order.
- Handle each call with a genuine willingness to help.
 - Restate customer's issue or reason for call
 - Provide an empathy and reassurance statement
- Create a case in client system for every interaction
- Research customer's account to accurately identify best solution/answer for customer inquiry
- Use client Knowledge Base to provide customer with accurate and complete information
- Utilize Chat and QA PF resources when necessary
- Consistently achieve a minimum of 90% CA and SOW Priority Commitment
- Follow all log in requirements (AVG, ASD, and all client systems)

- **Email:**

- Ensure all of the customer's concerns and inquiries are addressed
- Utilize proper Email templates from client's BCM system when responding to Emails

- **Tier 1:**

- Handle customers who have requested to speak to a escalation point of contact, i.e. supervisor
- Inbound calls from Client's retail store employee
- Communicate to Arise, significant issues or developments that affect or could affect service delivery to Client program.
- Process escalated customer follow-ups via the client program system.





Certification

Course Details and Requirements

Course Schedule:

- Phone & Email Course: 10/13/14-11/14/14
- Service Phone & Email: 11/15-1/4/15
- Tier 1 Course: 1/5-1/9/15



Course Options:

Monday – Friday

- 9:00 am – 1:00 pm EST
- 1:30 pm – 5:30 pm EST
- 6:00 pm – 10:00 pm EST



Course Outline:



- **Phase 1**, Phone & Email Course, Length – 25 days. 2 hours instructor led, up to 2 hours self paced per day
 - Dates: 10/13-11/14/14
- **Phase 2**, Service Phone and Email
 - Dates: 11/15-1/4/15
- **Phase 3**, Tier 1 Course, Length – 5 days. 5 hours instructor led, up to 2 hours self pace
 - Dates: 1/5-1/9/15

Course Work:

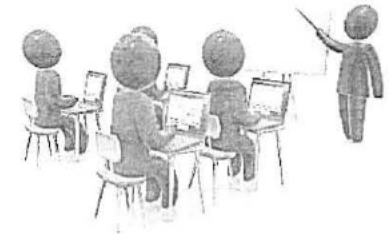
- **Total daily course commitment is 6 hours** which consists of **4** hours Instructor-led plus **2** hours of self paced work.
- Self paced work consists of **2** hours per day must be completed **each day** before/after instructor led course is held.



Certification Continued



Course Details and Requirements



Course Requirements:

- 80% average score or better on all assessments.
- Must complete 100% of all EPath , coursework and class role play
- 100% attendance is required to all classes due to the aggressive schedule.
- Receive an 80% score or better on mock calls.

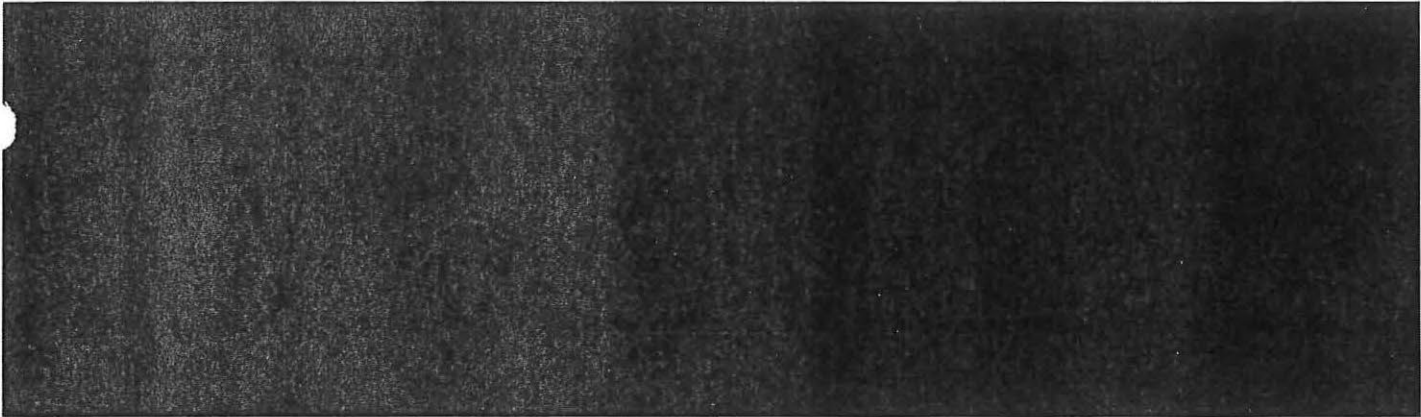


Service Level Requirements

Service level requirements vary. Final requirements will be provided in the IB SOW.

Service Level Requirements	
Average Handle Time (AHT)	≤ 415
Quality Assurance (QA)	$\geq 90\%$
Overall Customer Satisfaction (OSAT)	$\geq 70\%$
Commitment Adherence (CA)	$\geq 95\%$
CRM % (Case Creation)	$\geq 98\%$
Release Ratio (Phone & Tier 1)	$\leq 5\%$
Auxiliary (AUX) ((Phone & Tier 1)	$\leq 5\%$

Failure of the IBO to meet one or more of the service level requirements is a breach of the contractual requirements of the SOW and may result in immediate termination of the SOW by Arise. In addition, the certification will be subject to revocation. The service level requirements may be modified from time to time upon commercially reasonable notice to the Independent Business.



>> From: Bradford Kerley <BKerley@arise.com<mailto:BKerley@arise.com>>

>> Date: Mon, Nov 3, 2014 at 4:06 PM

>> Subject: SOW Update - Barnes & Noble Programs

>> To: Bradford Kerley <BKerley@arise.com<mailto:BKerley@arise.com>>

>> Cc: Sheri Phillips <SPhillips@arise.com<mailto:SPhillips@arise.com>>

>>

>>

>>

>>

>>

>> [cid:image001.png@01CFF775.CAE89C30]

>>

>>

>>

>> October 31, 2014

>>

>>

>>

>> To: Independent Businesses

>>

>> Attn: Independent Business Owners

>> Re: Star – Barnes & Noble.com Program

>>

>> In addition to the below, the Statements of Work for Barnes & Noble.com and Barnes & Noble Emails include the following, but these are not Star metrics:

>>

>> B&N.com - Ten intervals (5 hours total) on Sunday and/or Saturday B&N

>> Email - Two intervals (1 hour total) on Sunday and/or Saturday

>>

>> During any weeks when there are not enough intervals available to satisfy the above, there is no impact to your Independent Business.

>>

>> Congratulations! The Barnes & Noble.com program is implementing changes to the Star Program which provide an even simpler and more effective way for your company to understand and achieve top performance goals.

>>

>> This change will result in a modification in the Service Level Requirements that were listed in the Opportunity Announcement vs. the Statement of Work that your Independent Business will be offered (and activated contingent upon successful completion of the Certification process) for the Independent Business owner or Client Support Professional who is enrolled in the current Barnes & Noble.com Certification classes that began on 10/13/14. Starting 11/1/2014 all Independent Businesses and their Client Support Professionals servicing on this program will experience the updated Star Scorecards, available 24/7 on the Portal.

>>

>> The metrics that will be included in the Statement of Work are listed below. We look forward to your Independent Business providing service on the Barnes & Noble.com (phones) and Barnes & Noble Email programs after successful completion of the current Certification classes on 11/14/14. I want to reassure you that the Scope of Service is not changing, and the Service Level Requirements are being modified to enable easier understanding for each Independent Business.

>>

>> Below is the link to a 20 minute information session that I conducted 10/30/14 regarding the new Star process which may help answer any questions you may have.

>> <http://arise.adobeconnect.com/p6v3vscnxbh/>

>>

>> What is changing?

>>

>> • Average Star Rating – no longer will your rating be determined solely by the lowest Star. We will now average the Star Ratings for all of your Star Metrics, and round up to the next highest Star!

>>

>> • New Star Metrics - Commitment Adherence and Intervals Serviced will

>> be Star Metrics for all Client Programs

>>

>> • Priority Commitment – PC will be removed from the SOW. Instead,

>> Intervals Serviced will be a Star Metric that rewards your company

>> for servicing more intervals

>>

>> o ***If you do not achieve at least 1 Star in Intervals Serviced,

>> your company's SOW may be subject to termination

>>

>> .Com - Ten intervals on Sunday and/or Saturday Email - Two intervals

>> on Sunday and/or Saturday

>>

>> Future Star BN .com (with example):

>> Star Metric

>>

>> 1

>>

>> 2

>>

>> 3

>>

>> Example Rating

>>

>> Commitment Adherence

>>

>> 80% - 84.99%

>>

>> 85% - 89.99%

>>

>> ≥ 90%

>>

>> 2

>>

>> Intervals Serviced ***

>>

>> < 20

>>
 >> 20 - 29
 >>
 >> ≥ 30
 >>
 >> 3
 >>
 >> Quality Scores (QA)
 >>
 >> 90% - 93%
 >>
 >> 94% - 97%
 >>
 >> $\geq 98\%$
 >>
 >> 2
 >>
 >> Average Handle Time (AHT)
 >>
 >>> 439
 >>
 >> 381 - 439
 >>
 >> ≤ 380
 >>
 >> 3
 >>
 >> Customer Satisfaction (OSAT)
 >>
 >> $\leq 74\%$
 >>
 >> 75% - 84%
 >>
 >> $\geq 85\%$
 >>
 >> 2
 >>
 >> In this example, you would have earned a (12 Stars / 5 Metrics = 2.4)
 >> 2 Star Rating (stars are rounded up/down to the nearest whole Star,
 >>
 >> Future Star BN Email (with example):
 >> Star Metric
 >>
 >> 1
 >>
 >> 2
 >>
 >> 3
 >>
 >> Example Rating
 >>
 >> Commitment Adherence

```

>>
>> 80% - 84.99%
>>
>> 85% - 89.99%
>>
>> ≥ 90%
>>
>> 3
>>
>> Intervals Serviced ***
>>
>> < 7
>>
>> 8 - 9
>>
>> ≥ 10
>>
>> 3
>>
>> Quality Scores (QA)
>>
>> 90% - 93%
>>
>> 94% - 97%
>>
>> ≥ 98%
>>
>> 1
>>
>> First Call Resolution (FCR)
>>
>> 55% - 79%
>>
>> 80% - 84%
>>
>> ≥ 85%
>>
>> 1
>>
>> Customer Satisfaction (OSAT)
>>
>> ≤ 74%
>>
>> 75% - 84%
>>
>> ≥ 85%
>>
>> 1
>>
>> In this example, you would have earned a (9 Stars / 5 Metrics = 1.8) 2 Star Rating (stars are rounded up/down to the
nearest whole Star.
>>

```

>> For more information on the Star changes, please read the attached FAQ. Please let me know if you have any questions.

>>

>>

>>

>>

>> Thanks,

>> Brad

>>

>> * * * * *

>> Bradford Kerley

>> Client Results Manager - Arise Virtual Solutions Inc.

>> 3450 Lakeside Drive, Miramar, FL, 33027, US

>> office: 954.392.2730<tel:954.392.2730> mobile:

>> 407.970.9981<tel:407.970.9981> fax: 954.392.9640<tel:954.392.9640>

>> BKerley@arise.com<mailto:BKerley@arise.com>

>>

>>

>> <image001.png>

>> <Matthew RICE INVOICE 1.23.15.pdf>

>> <Matthew RICE INVOICE 1.09.15.pdf>

>> <Matthew RICE INVOICE 12.23.14.pdf>

>> <Matthew RICE INVOICE 12.08.14.pdf>

Kucera, Susy

From: Jill Kahn <jkahn@llrlaw.com>
Sent: Wednesday, November 19, 2014 10:23 AM
To: KohSweeney, Adam P.
Cc: Shannon Liss-Riordan; GoldsteinG@GTLAW.com; ranisp@gtlaw.com; Hollinger, Chris
Subject: RE: Demands for Arbitration - Arise Virtual Solutions, Inc.


Adam,

Karen Gayle, Rosa Flores, LaShonda Tate, Shekinah Johns, Melissa Booth, Malika Mike, Freddie Griffin Jr., and Korynn Forge have not been able to find copies of their arbitration agreements.

Joshua and Matthew Rice were not aware that they had signed arbitration agreements with Arise. We will withdraw their opt-in consents.

Best,
Jill

Jill S. Kahn, Esq.
Lichten & Liss-Riordan, P.C.
729 Boylston St., Suite 2000
Boston, MA 02116
617-994-5800
617-994-5801 (fax)
jkahn@llrlaw.com

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From: KohSweeney, Adam P. [mailto:akohsweeney@omm.com]
Sent: Tuesday, November 18, 2014 8:23 PM
To: Jill Kahn
Cc: Shannon Liss-Riordan; GoldsteinG@GTLAW.com; ranisp@gtlaw.com; Hollinger, Chris
Subject: RE: Demands for Arbitration - Arise Virtual Solutions, Inc.

Jill:

We will certainly provide copies of any arbitration agreements that your clients haven't been able to locate. Which of your clients do not have copies of them?

On a related front, we note that you recently filed two consents to join in *Steele*, one for Joshua Rice and one for Matthew Rice. Both of these individuals have agreed to arbitration and waived the ability to bring or participate in class or collective actions – please see the attached Acknowledgement and Waiver Agreements. You will no doubt recall that this same form of agreement was enforced in the *Otis* litigation. (See Order on Motion to Compel Arbitration, Case 0:12-cv-62143-KMW Document 41, dated August 5, 2013, at pp. 4-7.) Please let us know at your earliest convenience whether you will withdraw the consents to join and file arbitration demands on behalf of these two individuals. It would

seem to be a waste of the parties' and the Court's resources to litigate this issue given that these agreements have already been held enforceable.

Let me know if you would like to discuss.

Best,

Adam P. KohSweeney
O'Melveny & Myers LLP
Two Embarcadero Center
San Francisco, CA 94111-3823
415.984.8912 (p)
415.984.8701 (f)
<http://www.omm.com>

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From: Jill Kahn [<mailto:jkahn@llrlaw.com>]
Sent: Monday, November 17, 2014 11:37 AM
To: Bryan Corbett
Cc: Shannon Liss-Riordan; GoldsteinG@GTLAW.com; ranisp@gtlaw.com; KohSweeney, Adam P.; Hollinger, Chris
Subject: RE: Demands for Arbitration - Arise Virtual Solutions, Inc.

Thanks very much Bryan. This is it for now.

Glenn and Adam, several of our clients do not have copies of their arbitration agreements. Can you please send these to the AAA? Bryan has offered that if you email PDFs directly to him, he can forward to the AAA intake department.

Best,
Jill

Jill S. Kahn, Esq.
Lichten & Liss-Riordan, P.C.
729 Boylston St., Suite 2000
Boston, MA 02116
617-994-5800
617-994-5801 (fax)
jkahn@llrlaw.com



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From: Bryan Corbett [<mailto:CorbettB@adr.org>]
Sent: Monday, November 17, 2014 1:54 PM
To: Jill Kahn

Cc: Shannon Liss-Riordan; GoldsteinG@GTLAW.com; ranisp@gtlaw.com; akohsweeney@omm.com; chollinger@omm.com
Subject: RE: Demands for Arbitration - Arise Virtual Solutions, Inc.

Thanks, Jill. I will get started on these right away. Our Intake department will need to assign them to me first, but that shouldn't take more than a few days.

Can you tell me if I should be expecting any additional demands in addition to these 10?

Thanks,

Bryan



Bryan Corbett
Case Administrator

American Arbitration Association
2200 Century Parkway Suite 300
Atlanta, GA 30345
www.adr.org
T:866 888 5293
F:

The information in this transmittal (including attachments, if any) is privileged and/or confidential and is intended only for the recipient(s) listed above. Any review, use, disclosure, distribution or copying of this transmittal is prohibited except by or on behalf of the intended recipient. If you have received this transmittal in error, please notify me immediately by reply email and destroy all copies of the transmittal. Thank you.

From: Jill Kahn [<mailto:jkahn@llrlaw.com>]

Sent: Monday, November 17, 2014 1:43 PM

To: Bryan Corbett

Cc: Shannon Liss-Riordan; GoldsteinG@GTLAW.com; ranisp@gtlaw.com; akohsweeney@omm.com; chollinger@omm.com

Subject: Demands for Arbitration - Arise Virtual Solutions, Inc.

Bryan:

Attached please find copies of demands for arbitration sent today via UPS to the AAA and Arise's counsel, on behalf of several claimants who performed customer service work for Respondent Arise Virtual Solutions, Inc. These claims are related to the matters which you have been coordinating, and we have requested that you manage these claims as well.

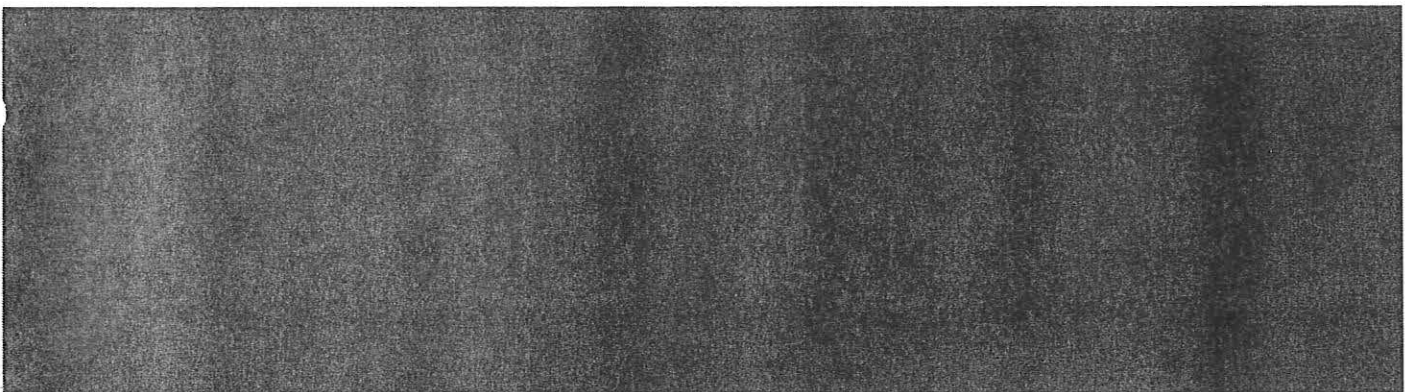
Best,
Jill

Jill S. Kahn, Esq.
Lichten & Liss-Riordan, P.C.
729 Boylston St., Suite 2000
Boston, MA 02116
617-994-5800
617-994-5801 (fax)
jkahn@llrlaw.com



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From: **Sheryl Holland** <sheryl@hollandcomputers.com>
Date: Sun, Nov 23, 2014 at 4:41 PM
Subject: BN Info for Rice, Matt regarding a gift for you.
To: "mattarroz@gmail.com" <mattarroz@gmail.com>

Summary

Details

To Certified Client Solutions, LLC

Attn Patricia Rice

Re Matt Rice 520829

Dear Barnes and Noble CSP,

The below information is about a gift for you. I listened to call from you today that you took on 11/21/14.

There should be no charge from "A Gift For You" orders. Customer would not see a charge and it's not a charge from us, the marketing company that sends these items pays for them in full.

Please try to write order numbers down or use a notepad to jot the number down so you don't have to ask them for the number more than once.

Background

"A Gift For You" is a valued Barnes & Noble customer who purchases B&N product for their marketing campaigns.

Customers may contact us if they receive a package from Barnes & Noble (usually containing a book) and have not placed a B&N order. You can recognize these orders in SAP because the Billing Information will read:

A Gift For You

8430 Shore Dr

Machesney Park, IL 61115

This will be a gift order, so the customer will not see the Sold To information or prices on the Packing List. They should see a gift message.

How to assist these customers

1. Authenticate customer per Gift Recipient Guidelines (order #, title of item received, first & last name and mailing address).
2. Explain that this package is a gift on behalf of "A Gift for You", a marketing company located in Illinois. Assure the customer they were not billed for this item.
3. If the customer expresses concern or discomfort about this gift, please:
4. Assure the customer they are under no obligation to keep their gift .
5. Suggest that they re-gift the item, donate it to their local library/any charitable organization, or simply discard it.
6. Do not offer a return label to the customer.

Additional suggestion

Read the Gift Message on the order to the customer to help explain the intention of the gift.

A typical message will read: "Please enjoy this copy. For more information please visit www.karenfinerman.com". In this example, the link takes the customer to an author's website.

IMPORTANT: If the customer asks if Barnes & Noble provided their personal information to the agency or asks for clarification regarding our relationship with this agency, please use this scripting:

"A Gift for You" is a valued customer of Barnes & Noble, who places orders on our site for their marketing campaigns. I want to assure you that we did not provide your personal information to them. We state in our Privacy Policy that "Barnes & Noble does not sell or rent your personal information and respects your preferences with respect to your personal information,"

If the customer states they want to be removed from this marketing company's mailing list, please obtain the customer's email address, full name & address. Explain that they will shortly receive a separate email from Barnes & Noble with the agency's contact information and opt-out instructions. PLEASE DO NOT PROVIDE THE EMAIL ADDRESS ON THE ORDER TO THE CUSTOMER FOR THIS PURPOSE.

Forward the customer's information to your supervisor or lead.

Supervisor\Lead

Forward customer information to BNManagementclassic@book.com.

Please contact me with any questions or concerns

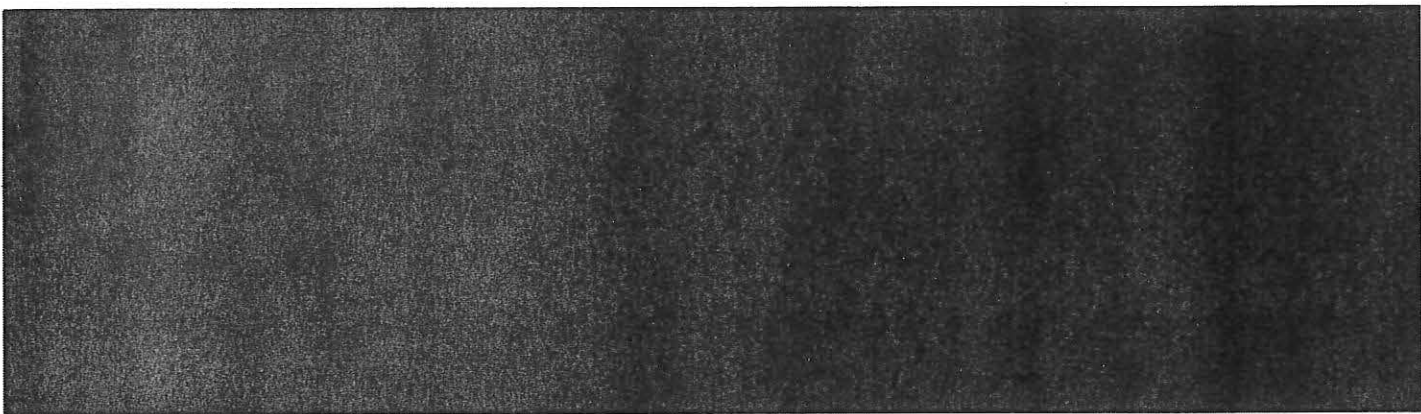
Sheryl Holland

QA Performance Facilitator

BN Chat PF for Barnes & Noble

sheryl@hollandcomputers.com

"If you don't go after what you want, you'll never have it. If you don't ask, the answer is always no. If you don't step forward, you're always in the same place." – Nora Roberts



From: Sheri Phillips <SPhillips@arise.com>
Date: Tue, Nov 25, 2014 at 11:27 AM
Subject: Bamed and Noble CSAT Feedback- 11/24/14
To: "mattarroz@gmail.com" <mattarroz@gmail.com>

Arise | Independent Business Communication

Date: November 25, 2014

To: Certified Client Solutions, Llc

Attn: Patricia Rice

Re: Barnes and Noble OSAT Feedback

CC: Rice, Matt, CSPID 520829

Please see the feedback below that was received as a result of an OSAT feedback submission from one of the Barnes and Noble customers. **Please pay special attention to the "Overall satisfaction with this customer experience" question as well as "Do you consider your request resolved?" question.**

Please keep in mind that this is the feedback received directly from the customer as a result of the recent interaction. This feedback is the perception that our customer has of their experience. We encourage your CSP to review the feedback below. **Place close attention to the areas where you received a score of 1 through 7 and focus on improving the customer's perception, but also remember to celebrate the scores of 8, 9 or 10. Remember that the new stretch goal is to receive an average of 8.5 or better or =>85% since we multiply the average by 100.**

Please keep in mind that the OSAT feedback is not necessarily an indication that the proper procedure was not followed. It is unfortunate at times that even when following the procedures, the customer might not be satisfied. That is one of the risks we considered when sending the feedback out to the CSPs. When reviewing the feedback please keep that in mind especially if you followed the correct process.

Added into this communication is feedback right from the Arise staff. Please keep in mind a few things about this feedback. This feedback is based on the customer's perception and does NOT take Barnes & Noble processes/procedures into consideration. The feedback is given to help increase OSAT and does not necessarily mean that your CSP Resource did not have any strengths during the interaction.

CSP Name/CSP ID: Rice, Matt / 520829

Date of Interaction: 11/22/2014

Type of Contact: Telephone call

CSP CSAT ID: 69945778

Subject: Not assigned - Not assigned

Case/SR ID: 8010048212

Arise Feedback: Positive OSAT Survey! Thank you!

Survey Question	Customer Response
Was courteous and professional	10
Communicated information clearly	10

Understood your issue or request [Phone Only]	10
Was genuinely interested in helping you [Phone Only]	10
Answered your question	10
Provided a solution that was easy to complete	10
Overall satisfaction with this customer service experience	10
How could we improve our customer service?	.
Is there anything you would like to tell us about this experience with customer service?	I was trying to place an online order and ended up stuck in a loop not able to finalize the order. It ended up being an issue where my member number wasn't tied to my online account. Problem was solved after consulting with a tech. HAPPY customer! Thank you.
Do you consider your request resolved?	Yes
Which of the following best describes the reason your request is not yet resolved?	.

****IBO Principals - This CSAT survey was also emailed to your CSP as well

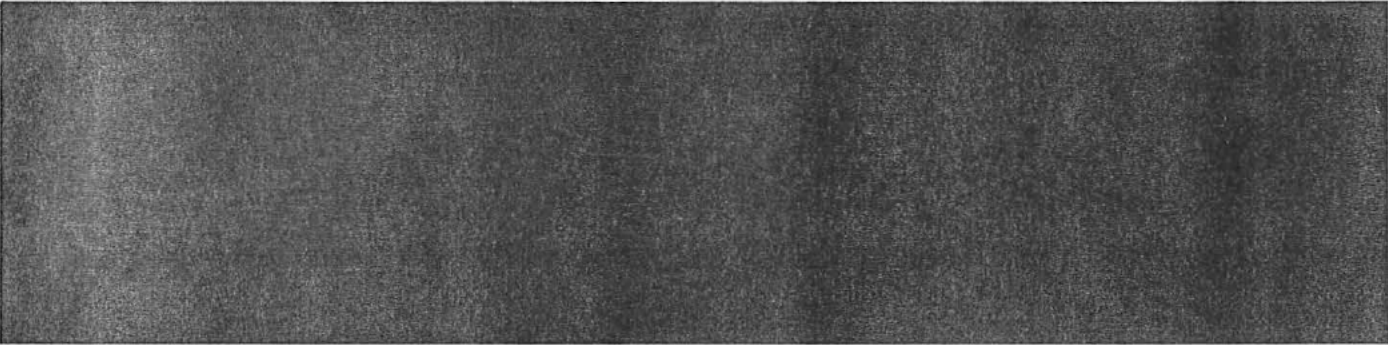
Thank you for your company's partnership.

Sheri Phillips

Performance Compliance Lead - Arise Virtual Solutions Inc.

3450 Lakeside Drive, Miramar, FL, 33027, US

SPhillips@arise.com



From: Sheryl Holland <sheryl@hollandcomputers.com>
Date: Mon, Dec 1, 2014 at 2:16 PM
Subject: BN CSAT EM Rice
To: "arisecyberagent@gmail.com" <arisecyberagent@gmail.com>
Cc: "mattarroz@gmail.com" <mattarroz@gmail.com>

To Certified Client Solutions, Llc

Attn Patricia Rice

Re Matt Rice 520829

SR 8010046553

Dear Barnes and Noble IBO,

The customer from the below email transaction left the comments below and scored this transaction a 1.

The customer is FULLY authenticated when you see and email address and then writes: (chrmdslayer1984@yahoo.com writes:)

In addition, a template MUST be used, and not created by a csp, correct template for Membership authentication is BNMA , not what csp used. The correct template for this email since it was fully authenticated would have been WAIT48.

As I mentioned in previous enhancement, this csp MUST make the greeting Capital V and capital M if not using customers name Dear Valued Member,. In addition make sure to proof read as this sentence is improper: We apologize the difficulty you're experiencing and understand your frustration.

Customers Comments: actually foll through and follow up with the customer to be sure the issue is resolved, and not just letting them fire into the dark while waiting for a response that hasn't come. still waiting to hear a follow up and receive the discount i didn't get when placing my order

Dear valued member,

GENERAL COUNSEL EXHIBIT NO. 31

We apologize the difficulty you're experiencing and understand your frustration. We're going to do everything we can to resolve this issue promptly.

For privacy and security purposes, I must ask you to reply with all of the following information: Member name, Member Mailing address, and Barnes & Noble Membership number.

If you do not have your Membership number available, please provide one of the following: Phone number, last four digits of the credit card #, or the last store in which your Membership was used.

Sincerely,

Matt

Customer Service Representative

Barnes & Noble

<AHREF="HTTP: ? www.bn.com>

Bottom of Form 1

Original Text

From: chrmdslayer1984@yahoo.com

To: service@barnesandnoble.com

CC:

Sent: 11/22/14 08:09:37

Subject: Customer Service Mail - Order Number: BN Membership or Kids' Club

chrmdslayer1984@yahoo.com writes:

I just renewed my card yesterday at the local barnes and noble and when i try to use it online, it says it has expired and cannot be used. (b) (6), (b) (7)(C)s my card number and the renewal happened at 1:38 yesterday, November 21 2014. it is very upsetting and a bit irritating as i am trying to place an order for Christmas and I know i still have a bit of time, but the membership is renewed but being denied because it is "Expired". Your help is appreciated, thank you
Eric Miller

Please contact me with any questions or concerns

Sheryl Holland

QA Performance Facilitator

BN Chat PF for Barnes & Noble

sheryl@hollandcomputers.com

"If you don't go after what you want, you'll never have it. If you don't ask, the answer is always no. If you don't step forward, you're always in the same place." – Nora Roberts



From: Sheryl Holland <sheryl@hollandcomputers.com>
Date: Wed, Dec 3, 2014 at 2:09 PM
Subject: BN EN Rice
To: "arise cyberagent@gmail.com" <arise cyberagent@gmail.com>
Cc: "mattarroz@gmail.com" <mattarroz@gmail.com>

To Certified Client Solutions, Llc

Attn Patricia Rice

Re Matt Rice 520829

Dear Barnes and Noble IBO,

Please review the following notes regarding the below email that was processed by your csp.

- No call reasons were selected, ALL 4 must be chosen for email and followup
- The SR was not attached to the order
- Always add comma after greeting
- Always highlight entire email to make the same font
- Do not delete SR that is under signature

Great using customers name and correct signature!! Excellent notes in SR!

Top of Form 1

Dear Cindy McCall

We received your request to cancel all or part of your Barnes & Noble order.

GENERAL COUNSEL EXHIBIT NO. 32

Unfortunately, your order had already been shipped by the time we received your request. Therefore, we were unable to cancel the order. Please accept our apology for any inconvenience this may have caused.

You may return the merchandise to any Barnes & Noble store, with your receipt, within 14 days of delivery using our Easy Return Policy. Or, you may return the merchandise to BarnesandNoble.com for a prompt refund by either using the return form included with the packing slip, or simply by refusing the delivery. When we receive the returned merchandise, your account will be credited immediately and any credit card adjustment will be reflected in the next 1-2 billing statements. If a debit account was used, the funds will post according to the rules of your financial institution.

Please note for future orders, once an order is processed and the credit card is authorized, we are unable to cancel it.

Sincerely,

Matt

Customer Service Representative

Barnes & Noble

<http://www.bn.com/>

1-800-THE-BOOK

<PSTYLE="MARGIN: class=MsoNormal 10pt? 0in>

Bottom of Form 1

Original Text

From: katie.e.mccall@gmail.com
To: service@barnesandnoble.com
CC:
Sent: 12/01/14 00:18:51
Subject: Customer Service Mail - Order Number: 836694285 - Other

katie.e.mccall@gmail.com writes:

HI-
I placed an order for these three DVDs and then found out that my mother in law (of course) had already purchased them for my husband. I just want to cancel the order so I can choose three new DVDs before it ships out tomorrow. I went into my order and selected cancel next to each item but it still looks like there is an order there- just want to make sure I'm covering my bases. Thanks for your help,
Katie

From Tier 1 Note

12/02/2014

15:49:39

WIL_MRICE

em/ cust requested cancel. informed cust order shipped. unable to cancel.

Please contact me with any questions or concerns

Sheryl Holland

QA Performance Facilitator

BN Chat PF for Barnes & Noble

sheryl@hollandcomputers.com

*"If you don't go after what you want, you'll never have it. If you don't ask, the answer is always no.
If you don't step forward, you're always in the same place." – Nora Roberts*

Melanie Santiago Esq.

From: Sheri Phillips
Sent: Friday, December 12, 2014 10:14 AM
To: arisecyberagent@gmail.com
Subject: Barnes and Noble CSAT Feedback- 12/11/14

Arise | Independent Business Communication

Date: December 12, 2014

To: Certified Client Solutions, LLC
Attn: Patricia Rice
Re: Barnes and Noble OSAT Feedback
CC: Rice, Matt, CSPID 520829

Please see the feedback below that was received as a result of an OSAT feedback submission from one of the Barnes and Noble customers. **Please pay special attention to the "Overall satisfaction with this customer experience" question as well as "Do you consider your request resolved?" question.**

Please keep in mind that this is the feedback received directly from the customer as a result of the recent interaction. This feedback is the perception that our customer has of their experience. We encourage your CSP to review the feedback below. **Place close attention to the areas where you received a score of 1 through 7 and focus on improving the customer's perception, but also remember to celebrate the scores of 8, 9 or 10. Remember that the new stretch goal is to receive an average of 8.5 or better or =>85% since we multiply the average by 100.**

Please keep in mind that the OSAT feedback is not necessarily an indication that the proper procedure was not followed. It is unfortunate at times that even when following the procedures, the customer might not be satisfied. That is one of the risks we considered when sending the feedback out to the CSPs. When reviewing the feedback please keep that in mind especially if you followed the correct process.

Added into this communication is feedback right from the Arise staff. Please keep in mind a few things about this feedback. This feedback is based on the customer's perception and does NOT take Barnes & Noble processes/procedures into consideration. The feedback is given to help increase OSAT and does not necessarily mean that your CSP Resource did not have any strengths during the interaction.

CSP Name/CSP ID: Rice, Matt / 520829

Date of Interaction: 12/10/2014

Type of Contact: Telephone call

CSAT ID: 70635067

Subject: Not assigned - Not assigned

GENERAL COUNSEL EXHIBIT NO. 33

Arise Feedback: Please be sure that you are displaying confidence on the calls and spending the time needed to practice when not servicing so that you can become more familiar with the system. Please also take advantage of any enhancement sessions being offered by your Q

Survey Question	Customer Response
Was courteous and professional	4
Communicated information clearly	1
Understood your issue or request [Phone Only]	1
Was genuinely interested in helping you [Phone Only]	2
Answered your question	1
Provided a solution that was easy to complete	1
Overall satisfaction with this customer service experience	2
How could we improve our customer service?	It seems that the customer service rep that I spoke to did not know how to use your computer system. I am still waiting to hear from you on what the status of my third book is. Although it is listed in the sales form it is not

	included on the packing list
Is there anything you would like to tell us about this experience with customer service?	
Do you consider your request resolved?	No
Which of the following best describes the reason your request is not yet resolved?	Some other reason (Please describe)

****IBO Principals - This CSAT survey was also emailed to your CSP as well

Thank you for your company's partnership.

Sheri Phillips
Performance Compliance Lead - Arise Virtual Solutions Inc.
3450 Lakeside Drive, Miramar, FL, 33027, US
SPhillips@arise.com



From: **Sheryl Holland** <sheryl@hollandcomputers.com>
Date: Tue, Dec 16, 2014 at 12:10 PM
Subject: BN CSAT Rice
To: "arisecyberagent@gmail.com" <arisecyberagent@gmail.com>
Cc: "mattarroz@gmail.com" <mattarroz@gmail.com>

To **Certified Client Solutions, Llc**

Attn **Patricia Rice**

Re **Matt Rice 520829**

SR 801028983

Dear Barnes and Noble IBO,

Please review the below comments from the customer and the email that was sent from your CSP.

The customer stated tracking shows delivered, but it was not, order was Lost in Transit, so LIT options should have been sent (template LITRO).

Please be sure that CSP is reading and understanding request and if there is any doubt he request chat assistance.

In addition, I have stated in many many emails and in Matt and my PES, he MUST select call reasons for EVERY email processed.

This is still not happening.

I need to hear from him within 24 hours as to why he is not completing this task.

Customer Comments Read my email. I provided plenty of details and was still told incorrect information and told to do my own investigation.

Dear Judy Murray,

Bottom of Form 1

Top of Form 2

Thank you for contacting Barnes & Noble regarding your order #837061903.

Your order was shipped on 12/01/2014. The carrier's tracking detail shows that it was delivered as follows:

Delivered On:
Thursday, 12/04/2014 at 4:25 P.M.

Left At:
Front Door

At times, a package that is scanned as delivered may actually be held at your local Post Office. If you have not received your package, we ask that you please contact your local Post Office to inquire about your package. Kindly contact us again with any information you receive, so that we may assist further if needed. We apologize for any inconvenience this may have caused.

Please note that Barnes & Noble Customer Service has access only to the same tracking information to which you have access. We hope this information has been helpful.

Bottom of Form 2

Top of Form 3

Sincerely,

Matt

Customer Service Representative

Barnes & Noble

<AHREF="HTTP: ? www.bn.com>

Bottom of Form 3

Original Text

From: judy@deckandhome.com

To: service@barnesandnoble.com

CC:

Sent: 12/13/14 09:53:05

Subject: Customer Service Mail - Order Number: 837061903 - Your Order or Payment

judy@deckandhome.com writes:

We only received part of our order. We received a shipping confirmation for the Sunset Speeder and it arrived. But when we still hadn't received a shipment notice for the Highway Speedster this week, we checked online and the tracking said it was delivered on 12/4/14. We did not receive it. The first package which arrived was shipped by USPS and the second, undelivered item, by UPS. Please let me know what we can do.

If you have any questions or concerns, please contact me.

Have a great day!

Sheryl Holland

QA Performance Facilitator

BN Chat PF for Barnes & Noble

sheryl@hollandcomputers.com

"If you don't go after what you want, you'll never have it. If you don't ask, the answer is always no. If you don't step forward, you're always in the same place." – Nora Roberts

[REDACTED]

From: Sheryl Holland <sheryl@hollandcomputers.com>
Date: Sat, Dec 27, 2014 at 12:05 PM
Subject: BN QA PH Rice
To: "arisecyberagent@gmail.com" <arisecyberagent@gmail.com>
Cc: "mattarroz@gmail.com" <mattarroz@gmail.com>

To Certified Client Solutions, LLC

Attn Patricia Rice

Re Matt Rice 520829

Dear Barnes & Noble IBO,

Congratulations! I recently listened to one of your CSPs calls and he exceeded the expectations!

Below is the QA that was completed on the call. If you have any questions or concerns, please contact me.

Have a great day!

Sheryl Holland

QA Performance Facilitator

BN Chat PF for Barnes & Noble

sheryl@hollandcomputers.com

"If you don't go after what you want, you'll never have it. If you don't ask, the answer is always no. If you don't step forward, you're always in the same place." – Nora Roberts

Barnes & Noble Calls Form

CSP Identification:	520829	Form ID:	28716
CSP First Name:	Matt	CSP Last Name:	Rice
Membership #/Name:	(b) (6), (b) (7)(C)	Call Number:	NPT020D573GEK2CG5D
Call Date and Time:	2014-12-26 13:51:51	Type of QA:	Manual QA
Call Type:	Order Status	Email:	mattarroz@gmail.com
Total QA Score:	98.14%	Avg Talk Time:	5:33

Procedures (50% of total score)	
1. Identified the problem (7.1429 Points)	Yes - 7 Point(s)
2. Asked questions necessary to resolve the issue (7.1429 Points)	Yes - 7.1429 Point(s)
3. Entered data accurately (7.1429 Points)	Yes - 7.1429 Point(s)
4. Researched thoroughly and/or used appropriate troubleshooting techniques to attempt to	Yes - 7.1429

resolve the issue (7.1429 Points)	Point(s)
5. Provide accurate info and adhered to standard customer policies and procedures (7.1429 Points)	Yes - 7.1429 Point(s)
6. Provide Complete Information (7.1429 Points)	Yes - 7.1429 Point(s)
7. Adhered to internal staff procedures/verified email and phone in Membership (7.1429 Points)	Yes - 7.1429 Point(s)

Comments:

Quality of Service (30% of total score)	
8. Restated the problem to ensure understanding (3.75 Points)	Yes - 3.75 Point(s)
9. Expressed genuine interest helping (3.75 Points)	Yes - 3.75 Point(s)
10. Communicated in a way the customer could understand (3.75 Points)	Yes - 3.75 Point(s)
11. Tone & responses were courteous, confident, professional, positive (3.75 Points)	Yes - 3.75 Point(s)
12. Provided the simplest solution to resolve the issue (3.75 Points)	Yes - 3.75 Point(s)
13. Answered all of the customer's concerns (3.75 Points)	Yes - 3.75 Point(s)
14. Resolved issue to the extent possible (3.75 Points)	Yes - 3.75 Point(s)
15. Apologized when appropriate (3.75 Points)	Yes - 3.75 Point(s)

Comments:

Call Disposition (20% of total score)	
16. Used correct standard greeting (2.857143 Points)	Yes - 2.857143 Point(s)
17. Kept control of the call (2.857143 Points)	Yes - 2.857143 Point(s)
18. Adhered to hold procedures (2.857143 Points)	N/A - 2.857143 Point(s)
19. Asked if there was anything else (2.857143 Points)	No - 0 Point(s)
20. Used standard closing (2.857143 Points)	Yes - 2.857143 Point(s)
21. Chose appropriate service request selections (2.857143 Points)	Yes - 2.857143 Point(s)
22. Wrote clear notes in CRM/membership (2.857143 Points)	Yes - 2.857143 Point(s)

Comments:

19 Please remember to ask if anything else

Bonus Points	
23. Addressed the caller by name (1 Points)	Bonus - 1 Point(s)
24. Exceptionally enthusiastic (2 Points)	N/A - 0 Point(s)
25. Used empathetic statement (2 Points)	N/A - 0 Point(s)
26. Attempted to de-escalate the caller (3 Points)	N/A - 0 Point(s)
27. Value added product (upsell) (3 Points)	N/A - 0 Point(s)
28. Value added service (3 Points)	N/A - 0 Point(s)
29. Customer acknowledged extraordinary service (5 Points)	N/A - 0 Point(s)
30. Successfully de-escalated call (10 Points)	N/A - 0 Point(s)

Comments:

Critical Errors	
31. Delayed greeting (-25 Points)	N/A - 0 Point(s)
32. Misinformed customer (-50 Points)	N/A - 0 Point(s)
33. Did not authenticate: BN Main (-100 Points)	N/A - 0 Point(s)
34. Did not authenticate: Membership (-100 Points)	N/A - 0 Point(s)
35. Did not authenticate: Digital (-100 Points)	N/A - 0 Point(s)
36. Did not create a service request in CRM (-25 Points)	N/A - 0 Point(s)
37. Disconnected caller (-100 Points)	N/A - 0 Point(s)
38. Confrontational (-100 Points)	N/A - 0 Point(s)
39. Never answered call (-100 Points)	N/A - 0 Point(s)

Diagnostics	
40. Do you consider the customer's issue resolved? (0 Points)	Yes - 0 Point(s)

Comments:

Strengths:

Great opening, restatement, and using customers name! Excellent tracking and detailed notes! you gave proper closing

Opportunities:

WOW MATT! Great Great Great Job!!!

PF Name: 411271 - Sheryl Holland

Metric Review	
Metric 1	N/A
Metric 2	N/A
Metric 3	N/A

We would like to hear from you about your session!! Please [Click Here](#) to take an online survey.

[REDACTED]

From: Sheri Phillips <SPhillips@arise.com>
Date: Wed, Jan 7, 2015 at 2:03 PM
Subject: Barnes and Noble CSAT Feedback- 12/31/14 through 1/6/15
To: "mattarroz@gmail.com" <mattarroz@gmail.com>

Arise | Independent Business Communication

Date: January 7, 2015

To: Certified Client Solutions, LLC

Attn: Patricia Rice

Re: Barnes and Noble OSAT Feedback

CC: Rice, Matt, CSPID 520829

Please see the feedback below that was received as a result of an OSAT feedback submission from one of the Barnes and Noble customers. **Please pay special attention to the "Overall satisfaction with this customer experience" question as well as "Do you consider your request resolved?" question.**

Please keep in mind that this is the feedback received directly from the customer as a result of the recent interaction. This feedback is the perception that our customer has of their experience. We encourage your CSP to review the feedback below. **Place close attention to the areas where you received a score of 1 through 7 and focus on improving the customer's perception, but also remember to celebrate the scores of 8, 9 or 10. Remember that the new stretch goal is to receive an average of 8.5 or better or =>85% since we multiply the average by 100.**

Please keep in mind that the OSAT feedback is not necessarily an indication that the proper procedure was not followed. It is unfortunate at times that even when following the procedures, the customer might not be satisfied. That is one of the risks we considered when sending the feedback out to the CSPs. When reviewing the feedback please keep that in mind especially if you followed the correct process.

Added into this communication is feedback right from the Arise staff. Please keep in mind a few things about this feedback. This feedback is based on the customer's perception and does NOT take Barnes & Noble processes/procedures into consideration. The feedback is given to help increase OSAT and does not necessarily mean that your CSP Resource did not have any strengths during the interaction.

CSP Name/CSP ID: Rice, Matt / 520829

Date of Interaction: 1/5/2015

Type of Contact: Telephone call

CSP CSAT ID: 71534588

Subject: Not assigned - Not assigned

Case/SR ID: 8010528159

Arise Feedback: Positive OSAT Survey! Thank you!

Survey Question	Customer Response
Was courteous and professional	10
Communicated information clearly	10

Understood your issue or request [Phone Only]	10
Was genuinely interested in helping you [Phone Only]	10
Answered your question	10
Provided a solution that was easy to complete	10
Overall satisfaction with this customer service experience	10
How could we improve our customer service?	.
Is there anything you would like to tell us about this experience with customer service?	.
Do you consider your request resolved?	Yes
Which of the following best describes the reason your request is not yet resolved?	.

****IBO Principals - This CSAT survey was also emailed to your CSP as well

Thank you for your company's partnership.

Sheri Phillips

Performance Compliance Lead - Arise Virtual Solutions Inc.

3450 Lakeside Drive, Miramar, FL, 33027, US

SPhillips@arise.com

[REDACTED]

From: Sheryl Holland <sheryl@hollandcomputers.com>
Date: Thu, Jan 8, 2015 at 11:54 AM
Subject: BN QA PH Rice
To: "arisecyberagent@gmail.com" <arisecyberagent@gmail.com>
Cc: "mattarroz@gmail.com" <mattarroz@gmail.com>

To Certified Client Solutions, LLC

Attn Patricia Rice

Re Matt Rice 520829

Dear Barnes & Noble iBO,

Congratulations! I recently listened to one of your CSPs calls and he exceeded the expectations!

Below is the QA that was completed on the call. If you have any questions or concerns, please contact me.

Have a great day!

Sheryl Holland

QA Performance Facilitator

BN Chat PF for Barnes & Noble

sheryl@hollandcomputers.com

"If you don't go after what you want, you'll never have it. If you don't ask, the answer is always no. If you don't step forward, you're always in the same place." – Nora Roberts

Barnes & Noble Calls Form

CSP Identification:	520829	Form ID:	28774
CSP First Name:	Matt	CSP Last Name:	Rice
Membership #/Name:	Elaine Corbo/SR (b) (6), (b) (7)(C)	Call Number:	2M6SP7BOE4EOLF1NA4
Call Date and Time:	2015-01-06 13:51:15	Type of QA:	Manual QA
Call Type:	Other	Email:	mattarroz@gmail.com
Total QA Score:	97.14%	Avg Talk Time:	4:21

Procedures (50% of total score)	
1. Identified the problem (7.1429 Points)	Yes - 7 Point(s)
2. Asked questions necessary to resolve the issue (7.1429 Points)	Yes - 7.1429 Point(s)
3. Entered data accurately (7.1429 Points)	Yes - 7.1429 Point(s)
4. Researched thoroughly and/or used appropriate troubleshooting techniques to attempt to resolve the issue (7.1429 Points)	Yes - 7.1429 Point(s)
5. Provide accurate info and adhered to standard customer policies and procedures (7.1429 Points)	Yes - 7.1429 Point(s)

6. Provide Complete Information (7.1429 Points)	Yes - 7.1429 Point(s)
7. Adhered to internal staff procedures/verified email and phone in Membership (7.1429 Points)	Yes - 7.1429 Point(s)

Comments:

Quality of Service (30% of total score)	
8. Restated the problem to ensure understanding (3.75 Points)	Yes - 3.75 Point(s)
9. Expressed genuine interest helping (3.75 Points)	Yes - 3.75 Point(s)
10. Communicated In a way the customer could understand (3.75 Points)	Yes - 3.75 Point(s)
11. Tone & responses were courteous, confident, professional, positive (3.75 Points)	Yes - 3.75 Point(s)
12. Provided the simplest solution to resolve the issue (3.75 Points)	Yes - 3.75 Point(s)
13. Answered all of the customer's concerns (3.75 Points)	Yes - 3.75 Point(s)
14. Resolved issue to the extent possible (3.75 Points)	Yes - 3.75 Point(s)
15. Apologized when appropriate (3.75 Points)	Yes - 3.75 Point(s)

Comments:

Call Disposition (20% of total score)	
16. Used correct standard greeting (2.857143 Points)	Yes - 2.857143 Point(s)
17. Kept control of the call (2.857143 Points)	Yes - 2.857143 Point(s)
18. Adhered to hold procedures (2.857143 Points)	N/A - 2.857143 Point(s)
19. Asked if there was anything else (2.857143 Points)	No - 0 Point(s)
20. Used standard closing (2.857143 Points)	Yes - 2.857143 Point(s)
21. Chose appropriate service request selections (2.857143 Points)	Yes - 2.857143 Point(s)
22. Wrote clear notes in CRM/membership (2.857143 Points)	Yes - 2.857143 Point(s)

Comments:

19 Remember to always ask if anything else

Bonus Points	
23. Addressed the caller by name (1 Points)	N/A - 0 Point(s)
24. Exceptionally enthusiastic (2 Points)	N/A - 0 Point(s)
25. Used empathetic statement (2 Points)	N/A - 0 Point(s)
26. Attempted to de-escalate the caller (3 Points)	N/A - 0 Point(s)
27. Value added product (upsell) (3 Points)	N/A - 0 Point(s)
28. Value added service (3 Points)	N/A - 0 Point(s)
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Comments:

Critical Errors	
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32. Misinformed customer (-50 Points)	N/A - 0 Point(s)
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35. Did not authenticate: Digital (-100 Points)	N/A - 0 Point(s)
36. Did not create a service request in CRM (-25 Points)	N/A - 0 Point(s)
37. Disconnected caller (-100 Points)	N/A - 0 Point(s)
38. Confrontational (-100 Points)	N/A - 0 Point(s)
39. Never answered call (-100 Points)	N/A - 0 Point(s)

Diagnostics	
40. Do you consider the customer's issue resolved? (0 Points)	Yes - 0 Point(s)

Comments:

Strengths:

Good opening, Excellent restatement, advised correctly to contact M2 group - created customer and left good notes in SR and gave proper

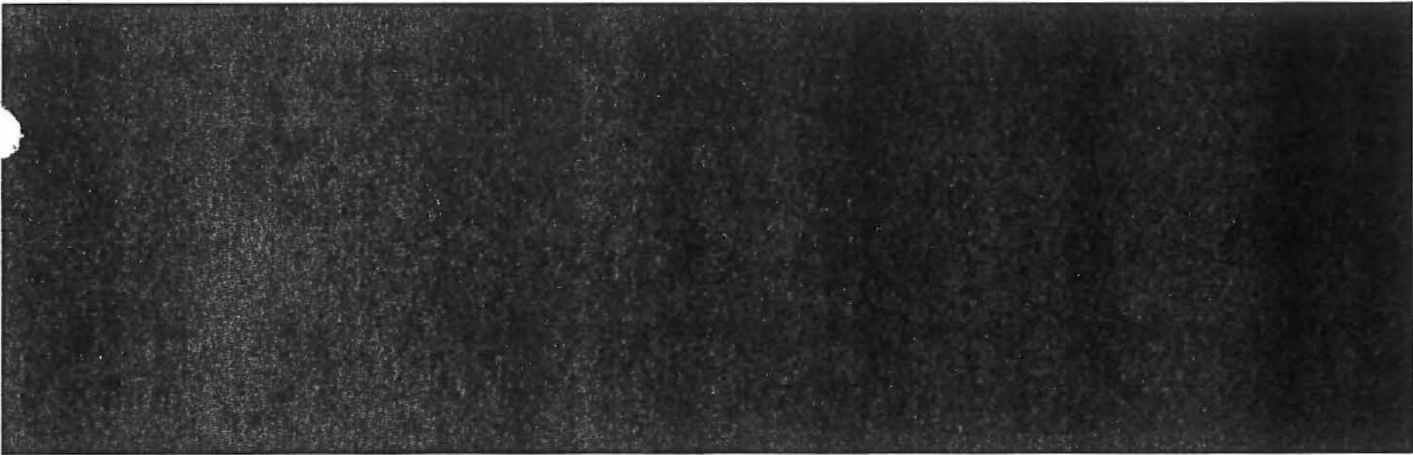
Opportunities:

Great Improvement Matt~

PF Name: 411271 - Sheryl Holland

Metric Review	
Metric 1	N/A
Metric 2	N/A
Metric 3	N/A

We would like to hear from you about your session!! Please [Click Here](#) to take an online survey.



From: Sheri Phillips <SPhillips@arise.com>

Date: Tue, Jan 20, 2015 at 10:24 AM

Subject: RE: BN SOWs Update **2nd REQUEST**

To: Trish R <AriseCyberAgent@gmail.com>, Bradford Kerley <BKerley@arise.com>

To: Certified Client Solutions LLC

ATTN: Trish Rice

The new Barnes and Noble SOW was not offered to your Independent Business for Matt Rice due to overall poor feedback from the customer satisfaction surveys and well as overall poor quality. These were addressed through multiple feedback communications. The quality Performance Facilitator also made several attempts to enhance. Matt unfortunately did not implement/change the behaviors and show the needed improvement in quality to continue servicing the program. Hence the new SOW was not offered.

Thank you for your company's service

* * * * *

Sheri Phillips

Performance Compliance Lead - Arise Virtual Solutions Inc.

3450 Lakeside Drive, Miramar, FL, 33027, US

SPhillips@arise.com

From: msarroz@gmail.com [mailto:msarroz@gmail.com] On Behalf Of Trish R

Sent: Tuesday, January 20, 2015 10:19 AM

To: Bradford Kerley

Cc: Sheri Phillips

Subject: Re: BN SOWs Update **2nd REQUEST**

GENERAL COUNSEL EXHIBIT NO. 38